

Engaging in Member and Provider Outreach in Hoosier Care Connect

The data shown below represents the trends from Q1 to Q4 2019 reports submitted by each MCE.

What does the OMPP Measure?	OMPP's Target	How are the MCEs Doing on these Measures?							
		Exceeding the Target	On Target	(within 0.5%)					
		Anthem				MHS			
		Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019
<u>Member Services Helpline</u>									
Percent of Calls Answered Live within 30 Seconds	85%	93.20%	97.76%	89.80%	95.60%	88.38%	87.90%	91.55%	92.34%
Percent of Calls Abandoned (too long of a wait time)	Not to exceed 5%	0.15%	0.56%	3.16%	0.32%	2.32%	1.83%	1.89%	1.71%
Percent of Calls Received After Hour in Which the MCE Responded (or Attempted to) the Next Day	100%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Percent of Calls Resolved within the Initial Call	85%	94.76%	85.66%	94.27%	96.78%	91.87%	92.38%	94.76%	93.77%
<u>Provider Services Helpline</u>									
Percent of Calls Answered Live within 30 Seconds	85%	97.56%	97.85%	78.43%	96.53%	98.00%	88.66%	89.00%	89.00%
Percent of Calls Abandoned (too long of a wait time)	Not to exceed 5%	0.07%	0.25%	2.87%	0.32%	1.40%	0.82%	1.38%	1.68%
Percent of Calls Received After Hour in Which the MCE Responded (or Attempted to) the Next Day	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<u>Assessing Member Health Needs</u>									
Percent of New Members Screened for Health Needs within 90 Days of Joining the MCE	50%	16.7%	31.0%	28.9%	34.5%	27.0%	69.3%	74.1%	79.2%